

002002/24/97

Revised

CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

TITLE: **CLERICAL ASSISTANT**

DEFINITION

Under close supervision, to perform a variety of routine clerical tasks; to receive training in the more difficult tasks; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Clerical Assistant class is used in City departments to provide temporary part-time clerical services. Positions in this classification may also be used to underfill a higher level clerical position for training purposes. Task assignments are generally routine in nature. Incumbents underfilling a higher level clerical position for training purposes may be appointed to the higher level class after acquiring the necessary experience and training, and demonstrating satisfactory job performance.

REPORTS TO: Varies

SUPERVISION RECEIVED AND EXERCISED

Receives close supervision from higher level technical, professional, and/or supervisory staff, as assigned.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Receive, screen, route, and answer correspondence.
- Develop and maintain office filing systems.
- Enter data and check accuracy; prepare statistical reports and summaries.
- Greet the public, answer phone calls, and provide information.
- Operate a wide variety of office equipment including computers and related software programs.

QUALIFICATIONS

Knowledge of:

- Modern office methods, practices, and equipment.
- Customer service techniques and principles.

Ability to:

- Learn office procedures and administration.
- Follow oral and written directions.
- Establish and maintain cooperative working relations with others.

- Commit to providing quality customer service.
- Learn to operate office equipment including computers and related software.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to graduation from high school.

Experience: None required.

MEDICAL CATEGORY: Group 1

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Clerical Assistant

TO: Clerk I, Typist Clerk I, Customer Service Clerk I, Account Clerk I